Washington State Department of Transportation

Transportation Building
310 Maple Park Ave. SE
Olympia, WA 98504
(360) 705-7680

Facility Overview

This co-location facility hosts the following critical functions in an integrated and collaborative manner to maximize the benefits of common infrastructure and support services.

- Headquarters Emergency Operations Center (EOC)

- Information Technology Operations Center (ITOC)

- After Hours Service Desk

- Mainframe Services

- Server Services

- Network Services

- Voice Services

Raised Floor (usage in square feet):

    2,415 occupied by EOC/ITOC

   3,118 occupied by IT Equipment

     796 available for usage

    6,329 total raised floor

Service Availability

System availability has been maximized by implementing cost effective system redundancy and failover features that all services depend upon to maintain exceptional service levels.

- **After-hours Service Desk:** A Help Desk is available 24x7 and support staff is on-call 24x7 to ensure high availability of services.

- **Critical Applications:** Critical applications are distributed across multiple hardware instances to eliminate single points of failure.

- **IT Equipment:** IT computer equipment components are powered by multiple circuits and a power distribution unit to ensure high quality power.

- **Power:** All computer equipment is fed by an Uninterruptable Power Supply (UPS) that has two fully redundant battery arrays, each with a 45 minute battery life.
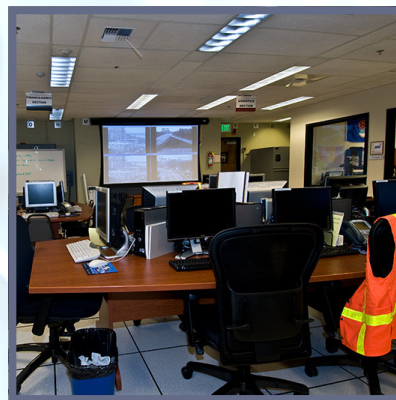
ITOC / EOC

ITOC / EOC

IBM Main-frame

IBM Tape Library

- **Power Backup:** The facility has a dedicated generator that is capable of running a minimum of 72 hours before refueling. If an extended outage should occur, on-site fuel delivery has been contracted.

- **Cooling:**   The facility has a dedicated cooling system with a backup system available in case of failure.

- **Fire Suppression:** The facility has a fire sprinkler system installed exclusively to protect the EOC, ITOC, and After-hours Service Desk areas. A Halon fire suppression system is installed to protect the remaining IT equipment.

All of the services hosted in the ITOC/EOC require the highest level of availability and have benefited from its excellent performance record.

Statistics:

160 kVA UPS

400 kVA generator

180 tons of cooling capacity

Security

Facility security is integrated with the agency-wide security system and managed cooperatively by WSDOT Space and Lease Management Office and the Office of Information Technology. The ITOC/EOC is vital to WSDOT's business, and the following measures have been employed to secure it:

- Multiple points of access control are enforced throughout building and facility.

- Access is restricted by use of a card-key system and photo identification.

- Authorization requires written approval from management.

- The security system is hosted in this facility and access is tightly controlled.

- All visitors are required to sign in with date, time, and reason for visit. All visitors are escorted by an IT sponsor.

The IT Operations Center security conforms to the Information Services Board (ISB) standards and maintains the confidentiality, integrity, and availability of data. To date, there have been no instances of failure in this regard.

WSDOT Office of Information Technology
Grant Rodeheaver, Director
(360)705-7600
grant.rodeheaver@wsdot.wa.gov

V4.0, last revised 2/2/2010

HP / VMWare virtual server cluster

Cisco SAN, WAN switches

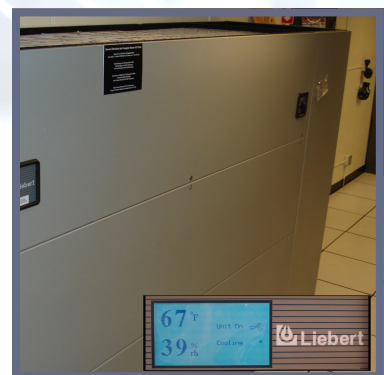*Server storage*

Avaya PBX

Liebert climate control systems